



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
 United States Patent and Trademark Office
 Address: COMMISSIONER FOR PATENTS
 P.O. Box 1450
 Alexandria, Virginia 22313-1450
 www.uspto.gov

BIBDATASHEET

CONFIRMATION NO. 6717

Bib Data Sheet

SERIAL NUMBER 09/775,575	FILING DATE 02/05/2001 RULE	CLASS 707	GROUP ART UNIT 2167	ATTORNEY DOCKET NO. NIP-216
-----------------------------	---------------------------------------	--------------	------------------------	-----------------------------------

APPLICANTS

Tooru Horie, Hitachiota-shi, JAPAN;
 Hiraku Ikeda, Hitachinaka-shi, JAPAN;
 Akira Okabe, Hitachi-shi, JAPAN; Kinichi Suzuki, Tokai-mura, JAPAN;

** CONTINUING DATA ***** None UB

** FOREIGN APPLICATIONS ***** Yes UB
 JAPAN 2000-38031 02/09/2000

IF REQUIRED, FOREIGN FILING LICENSE GRANTED
 ** 04/25/2001

Foreign Priority claimed 35 USC 119 (a-d) conditions met Verified and Acknowledged	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no <input checked="" type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance Examiner's Signature <u>UB</u> Initials	STATE OR COUNTRY JAPAN	SHEETS DRAWING 16	TOTAL CLAIMS 21	INDEPENDENT CLAIMS 3
--	--	------------------------------	-------------------------	-----------------------	----------------------------

ADDRESS
 24956
 MATTINGLY, STANGER & MALUR, P.C.
 1800 DIAGONAL ROAD
 SUITE 370
 ALEXANDRIA, VA
 22314

TITLE
 Answer system for technical support, and technical support method

FILING FEE	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time)
------------	---	--